

## ***FAQ's - Working with Gallagher Enrollment Solutions (GES)***

### ***How do I work for Gallagher Enrollment Solutions (GES)?***

Submit your profile here: <https://www.enrollmentcompany.com/jobsges.php>

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### ***What is the standard work week?***

- The standard work week is Sunday through Saturday for expense reporting. The typical work week is Monday-Friday; however, weekends are required for certain cases and trainings.



### ***How and when do I get paid?***

- Payments are processed every other Monday based on the Payment Dates and Deadline Schedule found in the GETTING PAID section of enrollerinfo.com.
- Enrollers out of pocket expenses are submit each week (Saturday through Friday) via the ExpenseWire our expense reporting system. Login information is provided prior to your first enrollment engagement. The GETTING PAID section of enrollerinfo.com has a link to instructions on submitting an expense report.
- Payments are paid via direct deposit. The ACH Direct Deposit Form must be completed and submitted prior to the Enroller's first assignment.



### ***How much will I be paid?***

- Your daily rate will be agreed upon during the onboarding process. Each Benefit Counselor must sign an Enroller Agreement which outlines compensation and reimbursement as well as Enroller responsibilities, confidentiality and professional standards.
- If your assignment requires overnight lodging, in addition, to your daily rate, a \$35 per diem is paid for each day of lodging including travel days and weekends.
- When traveling more than 150 miles (one way) from home, GES will pay a \$100.00 taxable compensation for final trip home following the conclusion of an enrollment and once all travel receipts have been submitted. **NOTE:** Please refer to the Travel Guidelines Document.
- Additional compensation information can be found in the Enroller Agreement template (Exhibit A) upon assignment.



### ***Who will contact me regarding an enrollment and who do I go to with questions?***

- Each enrollment (whether in the field or in the Call Center) is assigned a dedicated Enrollment Manager. This person is your primary "go to" for questions, arrangements, directions, and general assistance.
- The Enrollment Manager will contact you with instructions regarding your enrollment assignment.
- If working in the Call Center, the Call Center Manager can be an additional resource for general assistance and equipment issues (laptop, phone, headset, etc.).



### ***What is the Enroller Agreement and am I required to sign it?***

- The annual Enroller's Agreement is a document outlining compensation and reimbursement, agreement term and relationship of the parties, Enroller responsibilities, confidentiality, code of ethics and professional standards.

- To be eligible to work for GES, all pages must be initialed to represent your understanding and agreement of the terms (through Adobe Sign). Your printed name and signature are also required.
- This document will be emailed to you prior to your first assignment of the year.



### **Who makes the travel arrangements?**

- All travel arrangements (flight, lodging, and rental car) are made by the GES Travel Team unless specified otherwise.
- A Travel Itinerary will be provided in advance of the travel dates. It is expected that each Enroller review the full itinerary in detail and communicate any issues immediately.
- Additional travel information can be found in the Travel Guidelines policy on enrollerinfo.com.



### **Who pays for travel?**

GES pays all work-related travel expenses such as flight, rental car and lodging. If working on an enrollment locally, GES expects the Enroller will use their personal vehicle for transportation. Mileage for personal vehicle use to and from the work location(s) will be reimbursed at \$ .55 per mile.



### **Will I receive a travel advance?**

- GES does not provide an advance on travel.



### **Does GES pay for my insurance licenses?**

- GES does not purchase insurance licenses for Enrollment Counselors. GES assumes that by representing yourself as a professional Enroller, you have already acquired all necessary credentials (licenses, appointments, LTC certification, personal credit card, etc.)



### **Do I need a credit card for traveling?**

- GES provides payment directly for airfare, rental car and hotel room and tax; however, many **hotels require a personal credit card** be presented at check-in to cover incidentals. Payment for incidentals including, but not limited to, restaurant meals, room service, pantry items, laundry services, in-room movies, etc. are the responsibility of the traveler.



### **Will I get my own rental car?**

- GES promotes sharing of rental cars when possible. Any GES employee or independent contractor can drive the car (with a valid driver's license and proof of insurance) regardless of who picked up the car.
- It is the responsibility of the Counselor(s) to return the rental with a *full tank* of gas.



### **What do I wear to work?**

- If working in the Call Center, business casual attire is acceptable. This does not include shorts, tank tops, T-shirts, jeans with rips or holes, halter tops, flip flops, etc.
- If working an on-site enrollment at the client's location, business professional is required. If business casual attire is acceptable, the assigned Enrollment Manager will notify you in advance.